



**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

**FILED**

02/15/23

04:18 PM

**C2302009**

Gary Chamberlin, Charles Ramsden and Susan  
Wilson,

Complainants,

vs.

Havasu Water Company, Inc.(U352W),

Defendant.

**ECP Case (C.)** \_\_\_\_\_

**Expedited Complaint**  
(Rule 4.6)

COMPLAINANTS	DEFENDANT
Gary Chamberlin Lot# 1 Havasu Lake Road Havasu Lake CA 92363 T: 909-229-0331 E-mail: <a href="mailto:giannaalex04@gmail.com">giannaalex04@gmail.com</a>	Havasu Water Company, Inc. (U352W) Attn: Jennifer Hodges, President 25108 Marguerite Parkway, Suite A-252 Mission Viejo CA 02692 T: 949-457-9066 E-mail: <a href="mailto:cnmoney@aol.com">cnmoney@aol.com</a>
Charles Ramsden 148543 Panoply Havasu Lake CA 92363 T: 714-349-2730 E-mail: <a href="mailto:Chazjustchaz@aol.com">Chazjustchaz@aol.com</a>	
Susan Wilson 148596 Panoply Havasu Lake CA 92363 T: 714-401-9098 E-mail: <a href="mailto:suestyle65@gmail.com">suestyle65@gmail.com</a>	

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A) GARY Chamberlain  
CHARLES RAMSDEN  
SUSAN WILSON

COMPLAINANT(S)

VS.

HAVASU WATER CO

(B) SYSTEM NO. 3610017

DEFENDANT(S)

(Include Utility "U-Number", if known)

(for Commission use only)

(C)

Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?

☒ YES ☐ NO

Has staff responded to your complaint?

☐ YES ☒ NO

Did you appeal to the Consumer Affairs Manager?

☐ YES ☒ NO

Do you have money on deposit with the Commission?

☐ YES ☐ NO

Amount \$ \_\_\_\_\_

Is your service now disconnected?

☐ YES ☒ NO

COMPLAINT

(D)

The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone Number
<u>GARY Chamberlain</u>	<u>LOT #1 HAVASU LAKE RD, HAVASU LAKE CA. 92363</u>	<u>(909) 229-0331</u>
<u>CHARLES RAMSDEN</u>	<u>148543 PANOPLY, HAVASU LAKE CA 92363</u>	<u>(714) 349-2730</u>
<u>SUSAN WILSON</u>	<u>148596 PANOPLY, HAVASU LAKE CA. 92363</u>	<u>(714) 401-9098</u>

respectfully shows that:

(E)

Defendant(s) (Provide name, address and phone number for each defendant)

Name of Defendant(s)	Address	Daytime Phone Number
<u>HAVASU WATER CO.</u>	<u>P.O. Box 1690 HAVASU LAKE, CA 92363</u>	<u>(760) 858-4619</u>

**(F)**

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

PER MY PHONE CONVERSATION (2-9-23) WITH P.U.C. EMPLOYEE "ANISA"  
HARD COPIES OF ALL DOCUMENTS INCLUDING PAYMENTS AND  
ATTACHMENTS HAVE BEEN SENT U.S. MAIL.  
WATER IS SCHEDULED TO BE SHUT OFF 2-16-23

**(G) Scoping Memo Information (Rule 4.2(a))**

(1) The proposed category for the Complaint is (check one):

☒ adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)

☐ ratesetting (check this box if your complaint challenges the reasonableness of a rates)

(2) Are hearings needed, (are there facts in dispute)? ☐ YES ☐ NO

(3) ☐ Regular Complaint ☐ Expedited Complaint

(4) The issues to be considered are (Example: The utility should refund the overbilled amount of \$78.00):

THE UTILITY SHOULD REMOVE ALL LATE CHARGES AND  
THE REMAINDER OF THE BILL SHOULD BE CUT IN HALF-  
(REDUCED BY 50%) TO EQUAL THE AMOUNT OF SERVICE  
WE HAVE BEEN RECEIVING.







**(K)****REPRESENTATIVE'S INFORMATION:**

Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative:	
Address:	
Telephone Number:	
E-mail:	
Signature	

**VERIFICATION**  
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

**(L)**

Executed on 2-9-23, at HAVASU LAKE, CA, California  
(date) (City)

*Mary Chamberlain*

*Charles Rendon*

(Complainant Signature)

*Susan A Wilson*

**VERIFICATION**  
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

**(M)**

Executed on \_\_\_\_\_, at \_\_\_\_\_, California  
(date) (City)

Signature of Officer

Title

**(N) NUMBER OF COPIES NEEDED FOR FILING:**

If you are filing your formal complaint on paper, then submit one (1) original, six (6) copies, plus one (1) copy for each named defendant. For example, if your formal complaint has one defendant, then you must submit a total of eight (8) copies (Rule 4.2(b)).

If you are filing your formal complaint electronically (visit <http://www.cpuc.ca.gov/PUC/efiling> for additional details), then you are not required to mail paper copies.

**(O)** Mail paper copies to: California Public Utilities Commission  
Attn: Docket Office

505 Van Ness Avenue, Room 2001  
San Francisco, CA 94102

## PRIVACYNOTICE

This message is to inform you that the Docket Office of the California Public Utilities Commission ("CPUC") intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

Please Note: Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a public record and may be posted on the CPUC's website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available on-line for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.

<p><i>Gary Chamberlain</i>  <i>Charles Ramsden</i>  <hr style="border: 0; border-top: 1px solid black; margin: 0;"/> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p><small>Signature</small>  <i>Susan A. Wilson</i>  GARY CHAMBERLAIN  Charles Ramsden</p> </div> <div style="width: 45%; text-align: center;"> <p><i>2-9-23</i>  <hr style="border: 0; border-top: 1px solid black; margin: 0;"/>  Date</p> </div> </div> <p><small>Print your name</small>  SUSAN A. WILSON</p> </p>	
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## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVE  
SAN FRANCISCO, CA 94102



July 15, 2022

Gary Chamberlain  
PO Box 1777  
Needles CA 92363

**Subject: Commission File No: 558085 for Complaint with Havasu Water Company, Inc.**

Dear Mr. Chamberlain:

The California Public Utilities Commission (CPUC) received two checks from you made payable to the CPUC (#835, dated May 17, 2022 for \$257.26 and #838, dated July 7, 2022 for 95.04). The CPUC is returning these checks to you as it does not meet the impound criteria. Please be informed that an impound check can only be accepted when the account is in jeopardy of a disconnection and is usage related. Both of these criteria must be met to be impounded. Your service is not in jeopardy of a disconnection. Please note the representative that was assigned to your case has been alerted that your checks are being returned.

Sincerely,

  
D. Dea  
Consumer Affairs Branch  
1-800-649-7570

*WE WERE NEVER CONTACTED BY ANY REPRESENTATIVE.*

*SB 998 - Business*  
*2-9-23*  
*RETURN CALL FROM PUC -*  
*NAME - ANISA -*  
*Long conversation with ("ANISA") re: putting our*  
*full billed amount into an impound account.*  
*ANISA STATED THAT THE "FILE" (558085) HAS BEEN CLOSED.*  
*USER NOTIFIED OF THIS - WE MUST NOW FILE*



## PUBLIC UTILITIES COMMISSION

### RE: DISPUTED WATER BILLS

HAVASU WATER COMPANY (HWC) SYSTEM #3610017

On March 20, 2022 we lost water service to our homes in Havasu Lake, CA. We were without ANY water for 10 days. No water service to our homes OR Fire Hydrants creating a possible catastrophic situation. On March 22, 2022 the State of California Water Resource Control Board performed an on site inspection of HWC and issued Compliance Order (#05-13-22R-001) with a list of 15 items that must be brought into compliance. (You need to read the "Order". Their inspection revealed a system in "EXTREME DISREPAIR". This could only happen through MANY YEARS of WILLFUL NEGLECT and failure to re-invest and/or maintain the system AS REQUIRED BY LAW.

Attached please find a letter written to the Havasu Water Company owners by a long time employee who was a CERTIFIED OPERATOR.

#### NOTE:

1. California Health & Safety Code #116555 states "Any person who owns a public water system shall ensure that the system complies with primary and secondary drinking water standards, provides a RELIABLE and ADEQUATE supply of PURE WHOLESOME, HEALTHFUL, and POTABLE WATER".

2. California P.U.C. Code 451 states "Every public utility shall furnish and maintain such adequate, efficient, just, and reasonable service, instrumentalities, equipment, and facilities, including telephone facilities, as defined in Section 54.1 of the Civil Code, as are necessary to promote the safety, health, comfort, and convenience of its patrons, employees, and the public".

HWC is out of Compliance on BOTH STATUTES.

Since that initial 10 day outage in March of 2022, we have endured many more days without water, many days under a "DO NOT DRINK ORDER" and many more days under a "MUST BOIL NOTICE"

As of January 31, 2023 (beginning with the water outage on March 20, 2022) a total of 318 days have passed. Of the 318 days we have been without safe potable water for 164 days. THAT equates to HWC supplying potable water LESS THAN 50% OF THE TIME. It's like ordering a new dress suit and when it is delivered there are NO PANTS! Sorry you only get half your order! Much of the time that the water is "CLAIMED TO BE POTABLE" it smells very bad, is discolored, may leave the toilets and sinks with a "RUSTY RING" and several customers have posted on social media that they have gotten rashes and/or bumps after showering.

On April 1, 2022 and again on July 26, 2022 HWC was issued a "NOTICE OF VIOLATION" (NOV) from the Public Utilities Commission for continued NON COMPLIANCE in providing safe, clean water. The NOV ordered HWC to "provide disinfected water to customers" and if NOT, then "provide an alternative water supply". HWC has NOT supplied either.

Under the California Safe Drinking Water Act of 1974 and the California "Human Rights to Water Act of 2012, "EVERY HUMAN BEING HAS THE RIGHT TO SAFE, CLEAN, AFFORDABLE AND ACCESSIBLE WATER". Havasu Water Company has FAILED on all of the above requirements.

Every month since March of 2022 I and others have called the water company and left messages on their answer machine (Nobody EVER answers the phone) in an attempt to discuss/resolve our issues with them. Sometimes we get a return call from a employee but they have NO AUTHORITY to discuss and/or negotiate a settlement. BUT – every month another LATE CHARGE is added to the bill.

Finally on December 1, 2022 I met with owner Jennifer Hodges. She would NOT agree to a reduction/reduced amount to the bill but wanted to set up a “PAYMENT PROGRAM”! Obviously after ALL of our discussion she doesn’t get the reason/chooses to ignore the reason for withholding payment. I refused the “payment plan” offer and nothing was resolved.

I previously sent checks to the PUC in the full amount to be put in “IMPOUND”. Check #835 dated May 17, 2022 (\$257.26) and check #838 dated July 7, 2022 for an additional (\$95.04) along with a cover letter. Both checks were returned apparently (According to the return letter) because our service was “NOT IN JEOPARDY OF A DISCONNECTION” even though the LATE CHARGES continued to accrue each month.

The ironic part about this whole debacle is that IF THE STATE WATERBOARD AND THE PUBLIC UTILITIES COMMISSION had been doing their job all along, this never would have happened. The PUC has been approving Havasu Water Company rate increases over the years and has NEVER AUDITED them to see if the money was properly spent. Obviously it WAS NOT. The Waterboard has NOT done an on-site inspection of the plant in YEARS allowing it to fall into the current category of “EXTREME DISREPAIR”.

So the two agencies with authority and oversight over Havasu Water Company have FAILED THE CUSTOMERS who are NOW SUFFERING. In my opinion Both agencies are complicit in this case of FRAUD AND NEGLECT.

We think in all fairness the following should take place:

1. DISALLOW ALL LATE FEES. We have called many times to NO AVAIL. Havasu Water Company is NON RESPONSIVE.
2. Cut the rest of the bill in half (50%). Havasu Water Company does NOT provide POTABLE WATER even 50% of the time. The water is UNRELIABLE, UNSAFE, NOT “WHOLESOME”, and VERY EXPENSIVE EVEN WHEN NONE IS USED.

The standby/ready fee is a joke. Havasu Water Company is seldom “READY” to provide clean water to it’s customers.

In closing; I don’t understand how Havasu Water Company can disconnect any customers water. They don’t even have a Disconnect Policy on file with the State as required by SB998. I personally have gone to the Havasu Water Company office several times and requested one. They were unable to provide one.



Dear Mary;

Well Hallelujah, I wish I could believe you understand that the water company has maintenance problems.

*I have sent you Maintenance problems list for years  
And there are still many serious problems disregarded  
by Red and left undone. He has let the water Company  
down. All he worries about is his oil business  
And could care less about the water company and  
serving our customers with clean safe potable  
drinking water*

*Not being a large company with a large work force is  
a poor excuse for letting the Havasu Water Company  
run down like to it's present abhorrent condition.  
Mismanagement and the lack of proper maintenance.  
And the will to spend money to do  
necessary repairs, have taken its toll. The company is  
literally falling apart. I have always done my best to  
do every thing to keep the plant running and  
delivering potable water to our customer. It hasn't  
been easy. Many times I have wanted to quit, but I felt  
that I would be letting my community down. As you  
have said, it is hard to find dedicated people who are  
willing to be on duty 24/7 with no vacations and work  
for peanuts. This brings up your ridiculous reason for  
not letting us hire Tom Bowler to do much needed  
work because you DON'T LIKE HIS WIFE.  
What kind of reasoning is that ? certainly not good*

*reasoning for a \$ 1000.00 per month manager. It is utterly ridiculous .Of course I know that you are not being paid \$12,000 per year. That was just a way to get more money from your customers and they know it. Oh and how about Tom Robertson. Another \$ 12000 Per annum. He has only spent no more than two weeks on water company business so far this year. A fully equipped truck . Which we do not need . \$5000.00 smoke and mirrors. The P.U.C. bought it. The are not looking out for the people who pay their salaries. That would be us, the tax payers,of course their take will be more with the increase in taxes.*

*I spent Twenty one years in management for the Automobile of Southern California. With an annual budget as high as Thirty three Million dollars and a work force of fifty five employees and never would I have hired you as a secretary or file clerk and especially as a manager overseeing personnel Operations. By the way , for your information ,the spelling of my name is Johnny, not Johnnie, that is the feminine spelling.*

*I must take time to apologize for the way I expressed my feelings, but sometimes when you are under excessive stress as You and Red have caused me to have , it feels good to blow of a little steam sometimes. Bye the way, I'll bet you think I'm mad at you . No I am just disgusted with You and Red.*

*You and Red have been very dishonest and should be Ashamed of your selves, but then greed makes some people justify their actions, no matter, the hardship they cause other people. God is watching you.*

*You are right about me not knowing what you do behind the scene, You talk about me making accusations about your inability to manage. To you it must be easy when all you do is put off every thing on Teddye.*

*For years I stood up for Red. I have always respected him until recently . He has changed. He is not the man I used to know..*

*Who is Red to give me advice on my health. I'll bet I'm in better shape health wise then both of you put to gather and I am Seventy Seven , walk two miles every morning eat healthfully. And I am happy and have a lot of friends regardless what you think. Tell Red he can keep his advice, it hasn't done him much good from the looks of him. He has really aged in the last year. Maybe Pelequin cold be part of his problem.*

*Yes, I do have M.D.{ Macular Degeneration.} I have the best doctors, and great progress is being made so far. You , my dear may think that I am blind, but I'll bet I can see as good as You or Red. I do my own sewing. I have a machine and can threat the needle with out glasses, Can you do that? And don't forget I*



*have read 200 water meters every month for nineteen years, with very few errors, and that is really saying something with the condition most of the meters are in. The D.M.V. thinks my eyes are just fine. They just gave me a five years license expiring march 2012. You don't have to worry about me seeing*  
How to do my job at the water company because of my eyesight and keep your damn microscope. You say Red uses one all the time. He must be blinder then I thought. Microscopes are for studding objects smaller than the necked eye can see. Even smaller that the eye of a needle.

*So you don't like the way I handled Mr. Flynn's water problem. I am sending you a copy of the letter I sent to Teddye, Maybe she has already sent a copy to you'. I don't always jump when someone orders me to do something ,especially if they are not my superior.*

JOHNNY

P.S., I HAVE REALLY ENJOYED WORKING FOR THE HAVASU WATER COMPANY FOR THE LAST NINETEEN YEARS BUT IT IS NO FUN ANY MORE. I GIVE UP TRYING TO DO MY JOB WITH OUT HELP, SO I AM RETIRING AUGUST FIRST TWO THOUSAND AND SEVEN . THAT SHOULD MAKE YOU VERY HAPPY.

DEWAYNE BLYTHE  
GRADE 2 OPERATOR  
OPERATOR NO. 14564

Havasu Water Company  
PO Box 1690  
Havasu Lake, CA 92363  
(760) 858-4619

CUSTOMER NUMBER	TOTAL DUE
1 3201	\$1,317.22

PLEASE MAKE CHECK PAYABLE TO:

Havasu Water Company  
PO Box 1690  
Havasu Lake, CA 92363

GARY CHAMBERLAIN  
P.O. BOX 1777  
HAVASU LAKE, CA 92363  
||.....||.....||.....||.....||



**PAST DUE**

DUE DATE
2/22/2023
SERVICE ADDRESS:
#1 HAVASU LAKE RD.

PLEASE RETURN THIS PORTION WITH PAYMENT

MAILING DATE	CUSTOMER NUMBER	DUE DATE	TOTAL DUE	SERVICE ADDRESS:
1/31/2023	1 3201	2/22/2023	\$1,317.22	#1 HAVASU LAKE RD.

DATE	DESCRIPTION	AMOUNT
12/30/2022	Previous Balance	\$1,204.75
1/28/2023	LATE CHARGE	\$25.00
1/31/2023	SERVICE CHARGE	\$86.78
1/31/2023	.8% PUC FEE - SERVICE	\$0.69

METER NUMBER	DATE OF SERVICE		METER READING		USAGE
	FROM	TO	FROM	TO	
1213	12/28/2022	1/31/2023	1460	1460	0

	Units	DAYS
THIS PERIOD THIS YEAR:	0	34
THIS PERIOD LAST YEAR:	2	28

**IMPORTANT MESSAGE**

1 Unit= 100 Cubic Feet of Water  
\$25.00 LATE CHARGE IF PAYMENT IS RECEIVED AFTER DUE DATE.

SEE REVERSE SIDE OF THIS BILL FOR PUC MESSAGE

A discount of 20% has been applied to your water fee  
for this billing period.

FOR CHANGES OF ADDRESS PHONE NUMBER OR OTHER INFORMATION PLEASE ENTER HERE

NAME \_\_\_\_\_  
STREET/P.O. BOX \_\_\_\_\_  
CITY \_\_\_\_\_  
HOME PHONE \_\_\_\_\_ BUSINESS PHONE \_\_\_\_\_  
CELL \_\_\_\_\_ EMAIL \_\_\_\_\_

This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of mailing. If you believe there is an error on your bill or have a question about your service, please call Havasu Water Company's customer support at (760) 858-4619.

If you are not satisfied with Havasu Water Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone: 1-800-649-7570 ~  
(8:30 AM to 4:30 PM, Monday through Friday)

Mail: California Public Utilities Commission,  
Consumer Affairs Branch  
505 Van Ness Avenue, Room 2003  
San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Type of Call	Language	Toll-free 800 Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded (retained) pending resolution of your case. However, CAB will not accept an impounded deposit when the dispute appears to over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications, and source of fuel or power. You must continue to pay your current charges while your complaint is under review to keep your service turned on.



# Havasu Water Company

Havasu Water Company  
PO Box 1690  
Havasu Lake, CA 92363  
760 858-4619 Office

**February 1, 2023**

**Gary Chamberlain, PO Box 1777, Havasu Lake, CA**

**Acct # 3201**

Dear Mr Chamberlain,

You are hereby notified that your water service will be terminated 15 days from the date of the mailing of this notice, if payment of your balance has not been received.

Your balance of **\$1317.22** has been outstanding for more than 79 days.

You may initiate a complaint or request an investigation concerning the service or charges by mailing a letter to

Havasu Water Company, P.O. Box 1690, Havasu Lake, California, 92363.

Therein, you may also request amortization of the unpaid charges.

The telephone number of the representative of Havasu Water Company who can provide additional information is 760-858-4619.

The telephone number of the California Public Utilities Commission,

Consumer Affairs Branch (CAB), to which inquiries may be directed is 800 649-7570. You

may also write to the CAB online at: [http://www.cpuc.ca.gov/consumer-support/file-a-](http://www.cpuc.ca.gov/consumer-support/file-a-complaint/utility-complaint)

[complaint/utility-complaint](http://www.cpuc.ca.gov/consumer-support/file-a-complaint/utility-complaint).

Or by mail at :

CPUC, Consumer Affairs Branch, 505 Van Ness Ave, San Francisco, CA 94102

Please contact us at 760 858-4619 with any additional questions.

Sincerely,

Havasu Water Company

<b>CUSTOMER NUMBER</b> 1 22001	<b>TOTAL DUE</b> \$1,289.21
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**PAST DUE**

A discount of 20% has been applied to your water fee for this billing period.



FOR CHANGES OF ADDRESS PHONE NUMBER OR OTHER INFORMATION PLEASE ENTER HERE

NAME \_\_\_\_\_  
STREET/P.O. BOX \_\_\_\_\_  
CITY \_\_\_\_\_  
HOME PHONE \_\_\_\_\_ BUSINESS PHONE \_\_\_\_\_  
CELL \_\_\_\_\_ EMAIL \_\_\_\_\_

This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of mailing. If you believe there is an error on your bill or have a question about your service, please call Havasu Water Company's customer support at (760) 858-4619.

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	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to- Speech	English & Spanish	1-800-854-7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded (retained) pending resolution of your case. However, CAB will not accept an impounded deposit when the dispute appears to over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications, and source of fuel or power. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

# Havasu Water Company

Havasu Water Company  
PO Box 1690  
Havasu Lake, CA 92363  
760 858-4619 Office

**February 1, 2023**

**Susan Wilson, P.O.Box 1927 Havasu Lake CA**

**Acct # 22001**

**Dear Mrs Wilson,**

**You are hereby notified that your water service will be terminated 15**

**Days from the date of the mailing of this notice, if payment of your**

balance has not been received.

Your balance of \$1289.21 has been outstanding for more then 79 days.

You may initiate a complaint or request an investigation concerning the

Service or charges by mailing a letter to

Havasu Water Company, P.O.Box 1690 Havasu Lake California,92363.

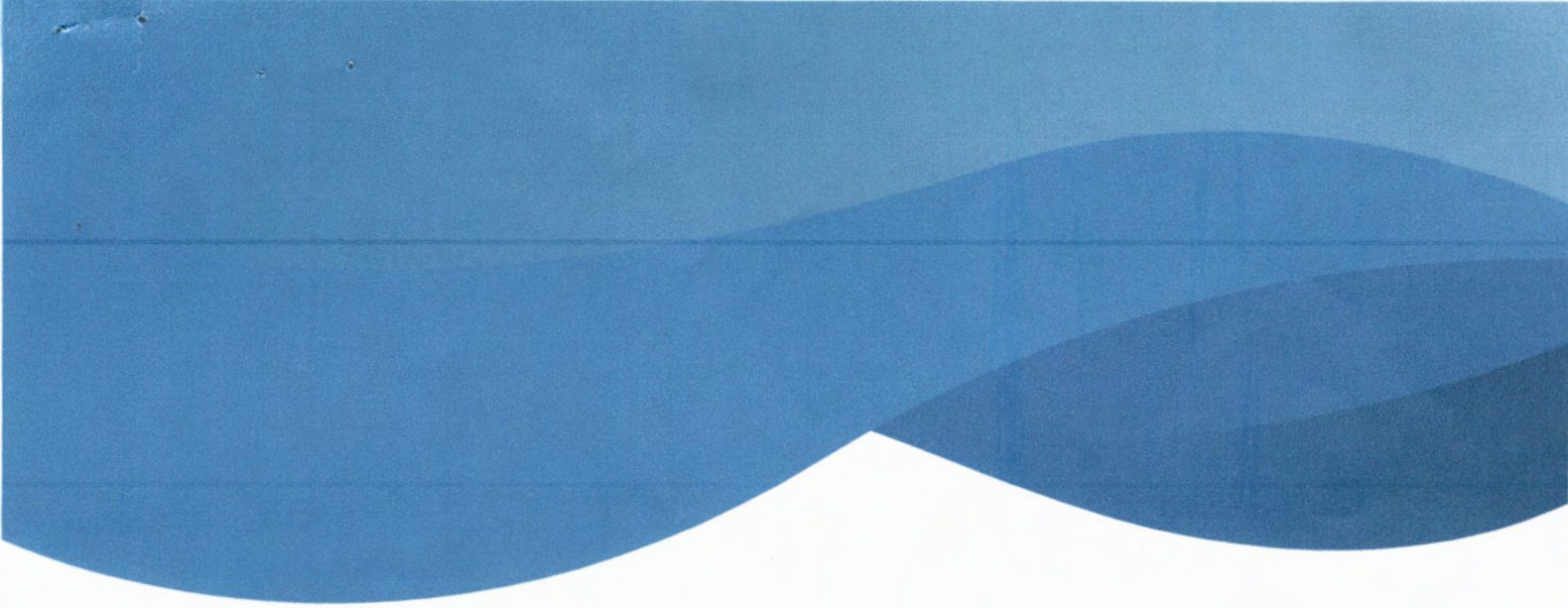
Therein, you may also request amortization of the unpaid charges.

The telephone number of the representative of Havasu Water Company

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The telephone number of the California Public Utilities Commission,





Consumer Affairs Branch (CAB), to which inquiries may be directed is 1-800-649-7570. You may also write to the CAB online at:

<https://www.cpuc.ca.gov/consumer-support/file-a-complaint/utility-complaint>,  
by fax at 1-415-703-1158, or by mail at: California Public Utilities

Commission, Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco,  
CA 94102 – 3298.

Sincerely,

Havasu Water Company

*Ben O'Chick*

Havasup Water Company  
PO Box 1690  
Havasup Lake, CA 92363  
(760) 858-4619

CUSTOMER NUMBER	TOTAL DUE
1 17201	\$956.94

PLEASE MAKE CHECK PAYABLE TO:

Havasup Water Company  
PO Box 1690  
Havasup Lake, CA 92363

CHARLES RAMSDEN  
1315 AVENIDA DE VERDES  
SAN CLEMENTE, CA 92672  
|||||



PAST DUE

DUE DATE
2/22/2023
SERVICE ADDRESS:
148543 PANOPLY RD.

PLEASE RETURN THIS PORTION WITH PAYMENT

MAILING DATE	CUSTOMER NUMBER	DUE DATE	TOTAL DUE	SERVICE ADDRESS:
1/31/2023	1 17201	2/22/2023	\$956.94	148543 PANOPLY RD.

DATE	DESCRIPTION	AMOUNT
12/30/2022	Previous Balance	\$844.47
1/28/2023	LATE CHARGE	\$25.00
1/31/2023	SERVICE CHARGE	\$86.78
1/31/2023	.8% PUC FEE - SERVICE	\$0.69

318 - 10

METER NUMBER	DATE OF SERVICE		METER READING		USAGE
	FROM	TO	FROM	TO	
1080	12/28/2022	1/31/2023	1192	1192	0

	Units	DAYS
THIS PERIOD THIS YEAR:	0	34
THIS PERIOD LAST YEAR:	0	28

**IMPORTANT MESSAGE**

1 Unit= 100 Cubic Feet of Water  
\$25.00 LATE CHARGE IF PAYMENT IS RECEIVED AFTER DUE DATE.

SEE REVERSE SIDE OF THIS BILL FOR PUC MESSAGE

A discount of 20% has been applied to your water fee  
for this billing period.



# Havasú Water Company

Havasú Water Company  
PO Box 1690  
Havasú Lake, CA 92363  
760 858-4619 Office

**February 1, 2023**

Charles Ramsden, 1315 Avenida De Verdes, San Clemente, CA 92672

**Acct # 17201**

Dear Mr Ramsden,

**You are hereby notified that your water service will be terminated 15 days from the date of the mailing of this notice, if payment of your balance is not received.**

Your balance of **\$956.94** has been outstanding for more then 79 days.

You may initiate a complaint or request an investigation concerning the charges by mailing a letter to:

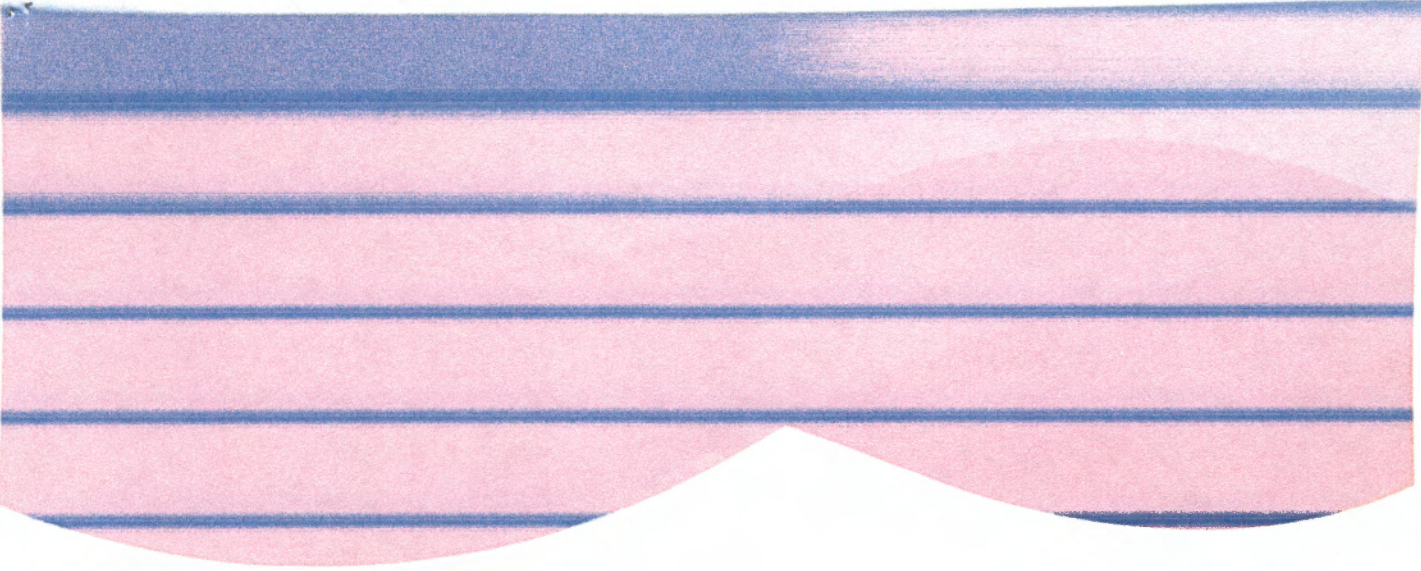
Havasú Water Company, P.O.Box 1690 Havasú Lake, CA 92363.

Therein, you may also request amortization of the unpaid charges.

The telephone number of the representative of Havasú Water Company who can provide additional information is 760-858-4619.

The telephone number of the California Public Utilities Commission,





Consumer Affairs Branch (CAB), to which inquiries may be directed is

800 649-7570. You may also write to the CAB online at

<https://www.cpuc.ca.gov/consumer-support/file-a-complaint/utility-complaint>,

or by mail at:

California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue,  
San Francisco, CA 94102.

If you have any additional questions, please contact us.

Sincerely,

Havasu Water Company